

CITY OF TUALATIN

Classification Description

Job Title: Permit Coordinator
Department: Community Development
Reports To: Building Official
FLSA Status: Non Exempt

SUMMARY: Performs a variety of technical and clerical duties in support of the Building division. Issues building permits, conducts research, monitors permit processes, provides information and customer service to the public. The Permit Coordinator is responsible for managing complex work assignments, timely problem solving and cross-department coordination of permit processes. May perform in a lead capacity within the Building Division by coordinating the permit process between divisions, and through distributing work, reviewing work, establishing schedules/timelines and training staff in the permit process.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

Serves as the “face” of the Building Division, providing high quality customer service to all customers, both internal and external. Ensures that all customers experience high quality and timely service from the Building Division.

Serves as a liaison between developers, builders, applicants, and City staff for coordination of permits; advises and informs customers of document and plan submittal requirements; attends pre-application and pre-submittal meetings as necessary; serves as the main staff contact for developers and the public on permit status.

Receives, reviews, issues and processes applications, permits and receipts for all types of residential, industrial and commercial building permits and schedules inspections for those permits. Calculates permit fees and system development charges. Performs quality control review on the documentation and computer data input related to permit processing, checking for accuracy and completeness. Performs a variety of permit related clerical tasks.

Assists Building Official with special projects when needed.

Provides lead support and guidance to other permit staff including distributing work, reviewing work, establishing schedules/timelines and training.

Performs review of and interprets plot plans to ensure code compliance; resolves moderately complex issues of compliance.

Researches and provides storm and sanitary sewer location as-built information; provides and interprets information from maps, plat notations, easements and recorded information.

Provides information regarding the application and permitting process; technical information, and building and other municipal codes. Monitors and maintains an adequate supply of informational materials.

Monitors the permit process by routing and tracking applications and plans through the approval process. Ensures timely processing of application requests. Maintains application and other records, prepares statistical monthly, quarterly and annual fiscal reports.

Tracks expiration dates on permits and prepares and mails letters of pending expiration to applicants. Calculates, collects, processes and records fees. Processes credits and prepares related reports. Coordinates with the Finance department.

Transcribes inspection requests from a recorder to a computerized system; prepares necessary documents and provides office support to field staff.

Collects data and provides reports for the Building Official indicating monthly, quarterly and yearly permitting data.

Assists in the resolution of complex and sensitive customer service issues, either in person, by telephone or in writing.

Maintains the Building Division's web page. Creates new pages as necessary.

SUPERVISION: Works under the supervision of the Building Official who assigns duties and reviews work for effectiveness and conformance to prescribed standards. May receive direction and work assignments from other department management staff. May act-in-capacity of Building Official in his/her absence.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Cost Consciousness - Works within the approved budget; Conserves organizational resources.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports

and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups.

Mathematical Skills: Ability to perform complex mathematical calculations including calculation of square footage, proportions, percentages, area, circumference, and volume. Ability to work with various mathematical formulas.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: Ability to operate a personal computer. Ability to type accurately. Working knowledge of word processing, spreadsheet, financial, and permitting software.

Other Skills and Abilities: Knowledge of state and city specialty codes, rules, ordinances, and legal descriptions. Knowledge of building construction principals, procedures and terminology. Working knowledge of standard office practices and procedures and business English, spelling composition and punctuation. Knowledge of record keeping and bookkeeping systems. Reasonable knowledge of department rules, regulations and procedures or the ability to obtain such knowledge during a training period.

Demonstrated ability to organize, file, track, monitor and maintain records. Ability to operate standard office equipment such as a calculator, typewriter, and telephone. Strong ability to multi-task and deal with frequent interruptions. Skill in coordinating inter- and intra-departmental functions cooperatively and tactfully. Ability to establish and maintain effective working relationships with the public and other employees.

Ability to assist staff in understanding and operating permit system and train others to properly utilize permit system in cooperation with Information Services Division. Analyzes permitting system; develops, recommends and implements approved permit system changes to make the processes more efficient and effective.

Certificates and Licenses: Possession of, or the ability to obtain within six months, a valid Oregon Drivers license, the ability to be designated as a state Notary Public. Certification as a Permit Technician, or ability to obtain certification within six months of hire.

EDUCATION and/or EXPERIENCE: Minimum of three to five years of progressive experience in discipline specific clerical/office skills with a minimum one year experience in a building codes, construction, or architectural, support services environment. Prefer two or more years experience related to building permit processing, including experience assisting customers at the counter accepting applications. Graduation from high school or the equivalent GED certificate with training in office practices and skills. Prefer Associate's Degree or higher in land use, building technology or a closely related field. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate to loud.